

ADVANCE REGISTRATION

Area Supervisors: Cheng Zhang/SAA Staff

OVERVIEW:

Individuals who registered in advance of the meeting (including all presenters, discussants, etc.) will have a packet at Advance Registration. This packet contains a name badge, tickets for registration, as well as any special events, excursions, and workshops that the individual is registered for. The advance registration deadline is about one month prior to the meeting.

Confirmation statements were mailed to all individuals who participated in advance registration, listing the events for which they were registered, amount due, and amount paid. If an individual did not pay his or her registration and event fees in full, there will be an invoice stapled to the front of the packet. **All balances must be paid in full immediately at Registration. SAA takes cash, checks (drawn on a U.S. bank ONLY), VISA, MC and American Express.**

MATERIALS DISTRIBUTED AT ADVANCE REGISTRATION:

- Envelope with Name Badge, Tickets & Ribbons (if applicable)
- Badge Holder
- *Program Book of the 83rd Annual Meeting*
- *Program Update*

DUTIES:

Each volunteer will be responsible for one part of the registration list (last name letters A-D, etc).

- Find the individual's packet.
- **Note:** When looking up hyphenated and Latin American names, check all possible variations.
- Beware of common surnames. Be certain to look at the full name printed on the badge.
- Give each registrant one *Envelope with Name Badge, Tickets & Ribbons* (if applicable), the *Program Book*, and the *Program Update*. When supplies drop to one box of the *Program Book*, notify the area supervisor that more copies are needed.
- Ask the individual to check that all event tickets are in the packet before he or she leaves the registration area.
- **If a balance due sheet is stapled to the front of a registrant's packet, walk packet and registrant to the cashier for payment; registration fees must be paid in full before a registration packet may be distributed.**
- If an individual is picking up more than one packet, only give him/her the packets if a balance due sheet is **not** attached. Packets with a balance due sheet may only be given to the registrant to whom the packet belongs.

PROBLEMS:

- If you cannot locate a packet with that name in the sequence, ask to see his or her confirmation statement.
- If the individual did not receive a confirmation statement, then he or she probably did not register. Provide the individual with a registration form and direct them to On-Site Registration.
 - If the individual insists that he or she is registered, please refer the individual to an SAA staff member at registration.

CASHIER DUTIES:

Cashiers at Advance Registration will take payments from those registrants with a balance or invoice attached to their registration packet. **SAA takes cash, checks (drawn on a U.S. bank ONLY), VISA, MC and American Express ONLY.**

If an advanced registrant is paying a balance due, each item in which s/he has a balance due must be entered individually.

REGISTER INSTRUCTIONS:

- First type the amount due.
- Then choose the item key the amount relates to (e.g. if paying regular membership dues, choose the **Membership** key).
- Repeat a and b for each item due.
- Press the **Sub Total** key to see the balance.
- Press the appropriate payment key (**CHK** for check, **CA/AMT TEND** for cash, or **CH** for credit card).
- Drawer will open. Provide change if applicable. Give the individual a receipt and staple the merchant copy to the invoice and place in area designated by your area supervisor

Making a Correction in the Cash Register:

- To correct an amount before an item key is pressed, press the **C** key after the wrong amount was entered
- To correct an amount after been registered to an item key, and before pressing the **Sub Total** key, press the **RF** key and repeat the transaction
- To cancel all transactions previously entered in the sale, move the register key to **RF** mode, then repeat the transaction. Be sure to move key to **REG** mode before processing next sale.

CREDIT CARD INSTRUCTIONS:

AMERICAN EXPRESS CARDS CANNOT BE CHARGED ON THE ZON CREDIT CARD MACHINES AND MUST BE PROCESSED BY TAKING A MANUAL IMPRINT

Cards can be processed as follows:

- Ask member to insert the card on the zon machine and follow the prompts for amount to be charged, etc.
- Obtain customer signature on receipt then give the customer the yellow copy and keep the merchant (white) copy
- Finish the process by ringing the sale into the cash register via “register instructions” above
- Staple all receipts and invoice together and place in area designated by your area supervisor

QUESTIONS:

- For general questions about events and sessions, suggest that registrants consult their *Program Book*. Policy questions should be directed to an Area Supervisor or other SAA staff member

FAQs

Below is a list of Frequently Asked Questions you may encounter as a volunteer and their answers.

Q: Is there a One-day pass for the SAA Annual Meeting?

A: There are no day passes, only registration for the entire Annual Meeting available.

Q: Is _____ field trip or workshop sold out?

A: If _____ isn't listed on the On-site registration form then it is sold out.

Q: Where is the lost and found located?

A: You can contact the lost and found by calling _____.

Q: Where am I able to print my paper?

A: You can print your paper in _____.

Q: Can you provide me with information on Childcare?

A: For Childcare please contact _____ directly at _____.

Q: Can I store anything in the registration area?

A: No, we are unable to offer storage space in the registration area.

*Please note that volunteers aren't released if registration is slow because we cannot predict crowds and we may need volunteers to staff other areas that are light on volunteers if they aren't needed at registration.

If you have any additional questions after receiving this manual feel free to reach out to your area supervisor.

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